



12-09-04

AF/3677  
JFW

PATENT  
169-274

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

APPLICANT: Robert Berliner

CONFIRMATION NO. 6423

SERIAL NO.: 09/764,530

Examiner: Thomas Y. Ho

FILED: January 17, 2001

Art Unit: 3677

FOR: METHOD OF PROVIDING REPAIR  
INFORMATION AND DOING BUSINESS  
THEREON ON A GLOBAL COMPUTER  
NETWORK

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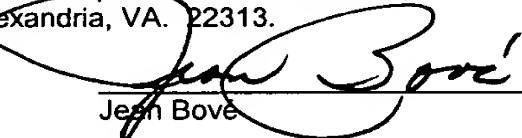
**AMENDMENT**

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**CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)**

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated below in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner for Patents, P. O. BOX 1450, Alexandria, VA 22313.

Date: December 7, 2004



Jean Bove

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Mail Stop AF  
COMMISSIONER FOR PATENTS  
P. O. Box 1450  
Alexandria, VA 22313

Dear Sir:

In response to the Office Action of November 16, 2004, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 5 of this paper.